



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

First Named Applicant: Hettish  
Serial No.: 09/864,096  
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For: Control Interface for Computer Supported  
Telephony Applications (CSTA) Protocols

Art Unit: 2642  
Examiner: Al Aubaidi, R.  
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**AMENDMENT AND REQUEST FOR RECONSIDERATION**

Sir:

This Amendment And Request For Reconsideration is submitted in response to  
the Final Office Action dated July 14, 2004.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 6 of this paper.